



# **RFB 740-2020 ENGAGEMENT MODEL AND GUIDELINES**

**Provision of outright purchase for personal computers, mobile devices and services and outright purchase of computer peripherals, consumables and services for the Government Departments for a period of 3 years**

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**Approval**

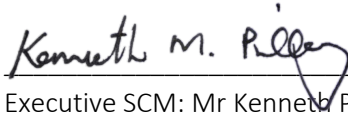
The signatories hereof, being duly authorised thereto, by their signatures, hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.



Head of Department Contract Management: Nontutuzelo Mbiyo

23 March 2022

Date



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23 March 2022

Date

**Foreword**

This Engagement Model provides guidelines on the process to be followed in the engagement of accredited suppliers for goods to be provided in terms of RFB740 /2020

The use of this Engagement Model must always ensure compliance with applicable prevailing public sector procurement legislation i.e. any legislation, regulations, rules of practice of all the courts of law in the Republic of South Africa, by-law, policy or directive presently in existence or coming into existence after the Commencement Date which is of relevance to the rendering of the goods and services for the provision of outright purchase for personal computers, mobile devices and services and outright purchase of computer peripherals, consumables and services for the Government Departments for a period of (03) years

**Comments:**

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## 1. Purpose

The purpose of this document is to provide guidelines on how to utilize transversal Framing Contracts for all Departments and or Public entity as per SITA General Regulations. The use of these guidelines should always ensure full compliance with all relevant public sector procurement legislation, National Treasury regulations and practice Notes and SITA General Regulations, PPPFA, BBBEE Act or any other applicable legislation

## 2. Background

In terms of SITA General Regulations "The Agency must, in the best interest of the State and timeously, ensure the procurement of information technology goods or services for the repetitive requirements of Departments through the conclusion of appropriate transversal term contracts by means of a competitive bidding process."

In terms of Regulation 10.2 on SITA Regulations "Either the Agency or a Department/Public entity may submit to the Minister, or an official authorized by him or her, a need for the procurement of information technology goods or services for the repetitive requirements of Department/Public entity. If the Minister, or an official authorized by him or her, approves the need for such goods or services, the Department envisaged in regulation 7.3.1 (b) will be the designated Department.

The Department of Communications and Digital Technologies (DCDT) is the designated Department who has identified needs for the establishment of the transversal contract.

## 3. Scope of RFB 740-2020

### 3.1 Scope of work Inclusions

All personal computing devices and peripherals used by the South African Government. This includes, but not limited to, desktop PCs, mobile PCs (laptops/notebooks, tablets), Desktop displays (monitors), smart phones, other mobile devices including device management and accessories, printers, multifunction devices, scanners, digital cameras and consumables.

ICT goods covered must be bundled with an on-site warranty and maintenance plan as specified, including an option for extended warranty and end-user support.

### 3.2 Scope of work Exclusions

Any other ICT goods that is not included in this contract. All ICT goods that are excluded in this URS should be procured in terms of the applicable SITA Act Regulations.

Servers, storage, UPS and backup devices. Audio visual equipment inclusive of projectors, VoIP end points. Networking equipment such as routers and LAN switches.

Where individual departments have unique requirements and ICT goods that are not specifically addressed in this contract.

Rental of devices.

### 3.3 Products available on this contract

#### 3.3.1 Desktop PCs

Item	Profile	Description
Thin Client	Thin / Zero Client	Thin or zero client device for server-based computing, supporting VDI, remote desktop or other host-based protocols
PC1	ChromeBox / Nettop PC	Low-cost desktop client device for entry-level use and Education; browser-based or low-end workflow
PC2	Entry-level PC (local)	Locally-manufactured entry-level office PC for basic office use; single-tasking, low-volume data requirement, task-oriented
PC3	Midrange PC	Midrange PC for higher-end applications (e.g. business intelligence, ECM, development); power users/knowledge workers with higher data/volume requirements, larger applications, multitasking
PC4	Advanced PC	Powerful PC for multitasking advanced applications with higher data and throughput requirements (e.g. media authoring, GIS, DTP, CAD, software development)
PC_AIO1	Entry-level all-in-one PC	Integrated (all-in-one) office PC with combined display and system unit for basic office use; single-tasking, low-volume data requirement, task-oriented
PC_AIO2	Midrange all-in-one PC	Integrated (all-in-one) business PC with combined display and system unit for higher-end applications (e.g. EIS, ECM, development); power users/knowledge workers with higher data/volume requirements, larger applications, multitasking
PC_WS1	Technical workstation, single-socket	Technical/engineering workstation for applications such as CAD, GIS, and DTP; technical workers with high data volumes

Item	Profile	Description
		and processing requirements. OpenGL- and ISV-certified. Single-socket CPU architecture
PC_WS2	Advanced technical workstation	Advanced technical/engineering workstation for applications such as CAD, GIS and DTP; high-end technical workers with very high data volumes and processing requirements. OpenGL- and ISV-certified. Dual-socket CPU architecture

### 3.3.2 Mobile PCs

Item	Profile	Description
Note1	Chromebook / Mobile thin client / Netbook	Low-cost laptop for entry-level use and Education; browser-based or low-end workflow
Note2	Value laptop	Basic/value laptop for cost-conscious users, offering mobility at the lowest practical price
Note3	Thin and light laptop	Thin and light/ultraportable laptop supporting extensive travelling; combination of highest mobility with mainstream functionality and performance
Note4	Midrange business laptop	Professional laptop with good balance between mobility and performance
Note5	Advanced business laptop	Advanced laptop with high performance and less emphasis on mobility
Note_Tab1	Convertible / 2-in-1 laptop	Highly portable touch- or pen-based laptop with 2-in-1, convertible or detachable design for touch or pen-based use
Note_WS1	Mobile technical workstation	Technical/engineering mobile workstation for CAD, GIS, DTP, etc; high-end technical workers with high data volumes and processing requirements. OpenGL- and ISV-certified
Note_Rugged1	Semi-rugged laptop	Semi-rugged laptop able to withstand regular operation outside office environments
Note_Rugged2	Fully rugged laptop	Fully ruggedised laptop for harsh environments, including extended operations in extremes of rough handling, dust,

Item	Profile	Description
		moisture and temperature (e.g. military and police operations)

### 3.3.3 Desktop displays

Item	Profile	Description
Mon_DT1	Basic desktop display, 18"	Entry-level desktop monitor, 18"+ diagonal size
Mon_DT2	Basic desktop display, 19"	Entry-level desktop monitor, 19"+ diagonal size
Mon_DT3	Midrange desktop display, 21"	Midrange desktop monitor, 21"+ diagonal size
Mon_DT4	Midrange desktop display, 23"	Midrange desktop monitor, 23"+ diagonal size
Mon_DT5	Midrange desktop display, 27"	Midrange desktop monitor, 27"+ diagonal size
Mon_DT_Adv1	Advanced desktop display, 21"	Advanced desktop monitor with advanced features and ergonomics, 21"+ diagonal size
Mon_DT_Adv2	Advanced desktop display, 23"	Advanced desktop monitor with advanced features and ergonomics, 23"+ diagonal size
Mon_DT_Adv3	Advanced desktop display, 27"	Advanced desktop monitor with advanced features and ergonomics, 27"+ diagonal size

### 3.3.4 Mobile devices

Item	Profile	Functionality
Phone1	Entry-level smartphone	Entry-level smartphone with industry-standard OS and integrated personal information management
Phone2	Advanced smartphone	Advanced smartphone with industry-standard OS and mobile device management

Item	Profile	Functionality
Tablet1	Entry-level media tablet	Entry-level tablet for media consumption and communications, with 7"+ colour display and multi-touch input
Tablet2	Advanced media tablet	Advanced tablet for media consumption and communications, with 7"+ colour display and multi-touch input
MobileTerm1	Entry-level mobile data terminal	Basic handheld terminal for use in mobile data capturing applications; built-in support for auto ID technologies
MobileTerm2	Advanced mobile data terminal	Advanced, ruggedised handheld terminal for use in mobile data capturing applications; built-in support for auto ID technologies

### 3.3.5 Device Management tools and Accessories

Item	Profile	Description
DevMgmt	Device management tools	Device management tools/software, offering alerts, tracking, deployment support or remote control to enable cost and labour reduction and/or value-added services for PCDs
Accessories	PCD accessories	Value-added peripherals and accessories (incl. USB, bluetooth and PCIe devices, carry bags and locks) for use in conjunction with PCD systems

### 3.3.6 Printing devices

#### 3.3.6.1 Single-function printers

Item	Profile	Description
Prn_Mono1	Entry-level mono A4 printer	Low-volume monochrome A4 printer for single users or small workgroups, up to 5 users, or 1000 pages/month
Prn_Mono2	Midrange mono A4 printer	Medium-volume monochrome A4 printer for medium workgroups, up to 15 users, or 3000 pages/month



Item	Profile	Description
Prn_Mono3	Advanced mono A4 printer	High-volume monochrome A4 printer for large workgroups, up to 30 users, or 10000 pages/month
Prn_Mono4	Midrange mono A3 printer	Medium-volume monochrome A3 printer for medium workgroups, up to 20 users, or 10000 pages/month
Prn_Mono5	Advanced mono A3 printer	High-volume monochrome A3 printer for large workgroups, up to 30 users, or 20000 pages/month
Prn_Colour1	Entry-level colour A4 colour printer	Low-volume colour A4 printer for single users or small workgroups, up to 5 users, or 1000 pages/month
Prn_Colour2	Entry-level colour A3 colour printer	Low-volume colour A3 printer for single users or small workgroups, up to 5 users, or 1000 pages/month
Prn_Colour3	Midrange colour A4 printer	Medium-volume networked A4 colour printer for medium workgroups, up to 15 users, or 3000 pages/month
Prn_Colour4	Advanced colour A4 printer	Medium to high-volume networked A4 colour printer for medium workgroups, up to 30 users, or 5000 pages/month
Prn_Colour5	Midrange colour A3 printer	Networked A3 colour printer for small to medium workgroups, up to 20 users, or 5000 pages/month
Prn_Colour6	Advanced colour A3 printer	High-volume networked A3 colour printer for large workgroups, up to 30 users, or 10000 pages/month

### 3.3.6.2 Specialised printers

Item	Profile	Description
Prn_LF1	Large format printer, A1/A2	Large format (A1/A2) printer for line-based applications (e.g. engineering, construction and architecture) and limited high-density printing (e.g. maps, media and rendering)
Prn_LF2	Entry-level large format printer, A0	Entry-level large format (A0) printer for line-based applications (e.g. engineering, construction and architecture) and limited high-density printing (e.g. maps, media and rendering)

Item	Profile	Description
Prn_LF3	Advanced large format printer, A0	Advanced large format (A0) printer for line-based applications (e.g. engineering, construction and architecture) and limited high-density printing (e.g. maps, media and rendering)
Prn_Port1	Portable printer	Portable, battery-powered printer for mobile colour printing
Prn_Impact1	Slip/POS printer	Slip printer for service desk and point-of-service applications (e.g. pharmacies)
Prn_Impact2	Entry-level impact printer	Entry-level 80-column impact printer for low-volume report printing, multipart stationery, and mainframe printing. (up to 2 users)
Prn_Impact3	Advanced impact printer	Advanced 136-column impact printer for medium-volume report printing, high-impact multipart stationery, and mainframe printing (up to 5 users)

### 3.3.6.3 Multifunction printers (MFPs)

Item	Profile	Description
MF1	Entry-level A4 mono MFP	Low-volume monochrome A4 multifunction printer for low-volume desktop or workgroup printing, copying and scanning, up to 5 users, or 2500 pages/month
MF2	Midrange A4 mono MFP	Medium-volume monochrome A4 multifunction printer for workgroup printing, copying and scanning, up to 15 users, or 5000 pages/month
MF3	Advanced A4 mono MFP	High-volume monochrome A4 multifunction printer for workgroup printing, copying and scanning, up to 30 users, or 10000 pages/month
MF4	Midrange A3 mono MFP	Midrange monochrome A3 multifunction device for high-volume workgroup printing, copying and scanning, up to 30 users, or 15000 pages/month
MF5	Advanced A3 mono MFP	Advanced monochrome A3 multifunction device for high-volume workgroup printing, copying and scanning, up to 50 users, or 30000 pages/month

Item	Profile	Description
MF6	High-end A3 mono MFP	High-end monochrome A3 multifunction device for high-volume workgroup printing, copying and scanning, 50+ users, or 60000 pages/month
MF_Prod	Mono production printer	Production-level colour monochrome A3 printer for high-volume enterprise printing, 150000 pages/month
MFC1	Entry-level A4 colour MFP	Low-volume colour A4 or A3 multifunction printer for low-volume desktop or workgroup printing, copying and scanning, up to 5 users, or 1000 pages/month
MFC2	Midrange A4 colour MFP	Medium-volume colour A4 or A3 multifunction printer for workgroup printing, copying and scanning, up to 15 users, or 2500 pages/month
MFC3	Advanced A4 colour MFP	High-volume colour A4 or A3 multifunction printer for workgroup printing, copying and scanning, up to 30 users, or 7500 pages/month
MFC4	Midrange A3 colour MFP	Midrange colour A3 multifunction device for high-volume workgroup printing, copying and scanning, up to 30 users, or 15000 pages/month
MFC5	Advanced A3 colour MFP	Advanced colour A3 multifunction device for high-volume workgroup printing, copying and scanning, up to 50 users, or 20000 pages/month
MFC6	High-end A3 colour MFP	High-end colour A3 multifunction device for high-volume workgroup printing, copying and scanning, 50+ users, or 30000 pages/month
MFC_Prod	Colour production printer	Production-level colour A3 printer for high-volume enterprise printing, 80000 pages/month

### 3.3.6.4 Scanners

Item	Profile	Description
Scan_Doc1	Desktop document scanner	Desktop A4 document scanner

Item	Profile	Description
Scan_Doc2	Entry-level document scanner	Low-volume A4 document scanner
Scan_Doc3	Midrange document scanner	Medium-volume A4 document scanner
Scan_Doc4	Advanced document scanner	High-volume A3 document scanner
Scan_Doc_Prod	Production document scanner	Production-level A3 document scanner
Scan_Doc_Net	Network document scanner	Low- to medium-volume network-attached scanner for shared workgroup on-demand scanning
Scan_Doc_Port	Portable document scanner	Portable, low-volume USB- or battery-powered document scanner
Scan_Img	Desktop A3 image scanner	A3-size flatbed desktop image scanner for document capture, as well as graphics and design applications
Scan_LF1	Basic large-format image scanner	Entry-level large-format scanner (A0 / A1 / A2) for engineering, mapping and imaging applications
Scan_LF2	Advanced large-format image scanner	Advanced large-format scanner (A0 / A1 / A2) with enhanced image quality for engineering, mapping, imaging and artwork applications

### 3.3.7 Digital cameras

Item	Profile	Description
Cam_Compact	Advanced compact digital camera	Advanced compact ("point-and-shoot") digital camera for office and business photography with advanced exposure controls
Cam_CSC	Compact system camera	Digital compact system camera (CSC) with mirrorless design, interchangeable lenses and advanced exposure controls
Cam_SLR1	Basic DSLR camera	Basic digital SLR camera with interchangeable lenses and advanced exposure controls

Item	Profile	Description
Cam_SLR2	Advanced DSLR camera	Advanced digital SLR camera with interchangeable lenses, advanced exposure controls and high-performance image processing capabilities
Cam_Vid1	Basic digital video camera	Basic digital video camera for office use, training, communications, etc.
Cam_Vid2	Advanced digital video camera	Advanced digital video camera with advanced storage and imaging functionality

### 3.3.8 Auto-ID devices

Item	Profile	Description
Scan_BC1	Barcode scanner	Corded barcode scanner with support for linear and/or 2D barcodes
Scan_BC2	Cordless barcode scanner	Cordless barcode scanner with support for linear and/or 2D barcodes
Prn_BC1	Portable barcode/label printer	Portable, battery-powered barcode and label/slip printer
Prn_BC2	Desktop barcode/label/POS printer	Office barcode and label/slip printer for point-of-service and general applications
Prn_BC3	Advanced barcode/label/POS printer	Advanced barcode and label/slip printer for more demanding point-of-service and specialised applications
Prn_Card1	ID card printer	Entry-level card printer with support for multiple auto ID technologies for basic, low-volume ID card production
Prn_Card2	Advanced ID card printer	Advanced card printer with support for multiple auto ID technologies for medium-volume ID card production

### 3.3.9 Biometric devices

Item	Profile	Description
SigPad1	Basic signature pad	Entry-level signature pad for e-signature applications with monochrome display, support for biometrics
SigPad2	Advanced signature pad	Advanced signature pad for e-signature applications with programmable colour display, support for biometrics and encryption
Biometric1	Fingerprint biometric reader	Desktop fingerprint reader for security applications such as authentication, verification, identification and access control
Biometric2	Contactless biometric reader	Contactless desktop biometric reader (e.g. face, iris) for security applications such as authentication, verification, identification and access control

### 3.3.10 Optical storage (DVD duplicators)

Item	Profile	Description
DVD1	Basic DVD duplicator	Entry-level, standalone DVD duplicator, manually operated
DVD2	Advanced DVD duplicator	Advanced automated DVD duplicator for workgroups (networkable)
DVD3	PC-attached DVD duplicator + printer	PC-connected, automated DVD duplicator with integrated disc printer

### 3.3.11 Consumables and Device Management

Item	Profile	Description
Consum	Consumables for printing devices	Range of third-party (non-OEM) consumables for printers currently and previously certified by SITA and in use by Government. Includes toner, drums, ink, printheads and other consumable printer components
Mgmt	Output management tools	Management tools/systems, offering device and print management, alerts, tracking, deployment support and access control to enable cost reduction and/or value-added services for peripheral systems

This list will be updated from time to time should the need arise.

## 4. Utilization of Transversal Contracts

All public bodies are allowed to make use of this contract however Government Departments are compelled to use the transversal contract as per the SITA Regulations.

The transversal contract list is placed on the SITA website which accredits service providers per province as well as per product. The list will be refreshed annually by SITA.

### 4.1 Engagement of accredited suppliers

- I. A Department will engage directly with prospective suppliers based on a user requirement specification approved by the relevant Department; suppliers must submit quotes based on the user requirement specification.
- II. Departments should ensure that at least 3 quotations are obtained for values less than R1 million and where higher values are procured, as many suppliers as possible are requested to provide quotations.
- III. A Service Provider approved in a specific province/s cannot be used to provide a service in province/s where they are not accredited for;
- IV. A service provider shall not be appointed to provide a service for which they are not accredited
- V. For the product requirement the Department should ensure that the service provider is listed on the list of RFB 740 accredited service providers posted on SITA website
- VI. In addition to only procuring only from accredited RFB 740 suppliers, Departments must also ensure that the quoted and procured products must be SITA-certified. Suppliers must provide the relevant product certificates as part of their quotation response. Departments can verify these certificates by accessing the SITA Product Database at [www.sita.co.za/sites/default/files/documents/Product\\_Certification/SITA\\_Product\\_Database.pdf](http://www.sita.co.za/sites/default/files/documents/Product_Certification/SITA_Product_Database.pdf)
- VII. The Department must ensure that when procuring of the transversal contract pricing is fair and reasonable and Departments are to ensure that price reasonability tests are conducted to ensure that prices are at least market related;
- VIII. The Department selects the specific supplier and enters in a contract where applicable.
- IX. Based on the responses received from the RFQ process, a suitable supplier will be selected. Departments should ensure that all relevant procurement prescripts are followed.
- X. Provinces need to procure from suppliers that are accredited for that specific province as per Regulation 15 on the SITA Regulations;

- XI. Provinces when issuing RFQs are to ensure adherence to the conditions of the tender pertaining to the mandatory physical presence of the Service Providers in the specific province.

## 5. Process for Reporting spend to SITA

In terms of Regulation 10.11 (b) Departments are required to report their spend on transversal contracts. In order to make this process practical. Departments will be required to report quarterly to SITA in terms of their spend per transversal contract.

The reports should be submitted to [SCMcontractmanagement@sita.co.za](mailto:SCMcontractmanagement@sita.co.za)

The Department directly places the order with the selected supplier and furnish a copy of the order to the relevant contract manager of the Agency.



## Annex A: Abbreviations/Acronyms

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**DCDT** means the **Department of Communications and Digital Technologies**

**SITA's Client** means all public entities as per PFMA

**Designated Department** means DCDT

**SITA** means State Information Technology Agency

**Service Provider** means the bidding entity who responded and got accredited on RFB 740-2020

**Agency** means SITA

**RFQ** means request for quotation

**SITA General Regulations** means General Regulations of State Information Technology (SITA Regulations of 2005)

**"Transversal contract"** means a contract with one or more suppliers for the supply of information technology goods or services over a period, required by more than one Department/Public entity according to approved user requirement specifications, with overall pricing of goods being firm, unless otherwise provided for in the contract; as prescribed by the SITA General Regulations.

**PFMA** means Public Finance Management Act